

## BIRCH TELECOMMUNICATIONS ACTION PLAN

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**Purpose** The purpose of this document is to present an Action Plan to assist in increasing electronic ordering, improve flow through results, and reduce clarifications. This recommendation comes after a 5-month review of PONS submitted electronically.

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**Action Plan** After reviewing the number of orders being submitted electronically, over a 5-month period, I believe that concentrated efforts in the following areas would increase your electronic ordering, thus improving flow through, resulting in a reduction in clarifications.

### Targeted Areas:

- **Electronic Flow-thru Improvement vs. Clarification Reduction**

Currently, the overall flow-thru rate is 67.70%. I recommend that you increase that rate monthly by 5%. Information regarding the percentage of flow-thru will be provided monthly.

### ❖ Next Steps:

Provide monthly activity report on percentage of flow-thru orders. Improve flow-thru percentage to 90% and above and sustain it over time.

### ➤ Recommended Target Improvement Timeline for increase flow-thru percentage:

August	75%
September	80%
October	85%
November	90%
December	95%

September 2001, evaluate 2<sup>nd</sup> Quarter progress, and update action plan (when appropriate).

- Reduce clarification rate to less than 20% and sustain it over time by utilizing the per-order functions, and reviewing the BellSouth Business Rules: (See attached document for Web address). Currently the clarification rate is 39.17%. I recommend a reduction rate of 5% the first month and 10% thereafter.

➤ **Recommended Target Improvement Timeline for reducing clarifications:**

August	05%
September	15%
October	25%
November	35%

❖ **Next Steps:**

Provide monthly feedback on Service Order Activity, Service Order Request Type and Clarification Analysis.

September 2001, evaluate 2<sup>nd</sup> Quarter progress, and update action plan (when appropriate).

Ensure all order processing personnel are trained and knowledgeable of the BellSouth Interconnection Web-Site, which provides guidance in submitting Local Service Requests.

- **BellSouth Business Rules**
- **CSOTS**
- **USOC Manual**
- **Tariffs**
- **Service Interval Guide**
- **CCP (Change Control Process)**
- **Training**

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**BellSouth  
Business Rules**

The BellSouth Business Rules play a major factor in provisioning service orders. With the speed in which the FCC issues mandates the business rules are constantly changing. I, as well as your provisioning people, have a hard time keeping up with the changes. BellSouth is in the process of reviewing this documentation to try and determine an easier way to get through this document.

My recommendation is to have a hard copy on file and have it indexed and marked for the items that need to be looked up the most. A person in each area could be assigned to become your Business Rule expert and share their knowledge with the others as the business rules change.

**\*\*See attached document for WEB Site address**

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**CSOTS**

CSOTS provides detailed order information on your orders. It provides the BellSouth order number, status and due date. This information should be on all orders as long as you have an FOC. By reviewing this report you can save valuable time when determining when action is necessary on an order.

For Example:

Have an order that was due yesterday. CSOTS shows that order in CP status, however your customer states service not working. IF the order is CP do not call the LCSC. Call either repair or the UNE MTNCE center depending on the order type. This will save time and effort. If the order is CP it is out of the LCSC center control.

The same in MA cases as well. IF the order is in MA status send in a SUPP to request a new Due Date or Cancel PON.

These are just a couple of examples that can save time and allow your provisioning staff the time to handle more important issues.

**\*See attached document for WEB Site address**

**\*\* A user ID and Password is required. This can be obtained from your Account Team.**

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**USOC Manual**

Clarifications and orders being provisioned incorrectly are for the incorrect USOC. USOCs are used for different classes of service. FIDS also play a major role.

My recommendation is to pull a hard copy or purchase a hard copy of this document. Also have someone assigned as the USOC SME. A handbook or cheat sheet needs to be given to each person. The handbook needs to associate what USOC goes with the different class of service.

Associate, as many USOCS, FIDS and Class Of Service as possible and then you will have the combinations together.

**\*See attached document for WEB Site address**

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**Tariff** The Tariff plays a major factor in providing information.

It is important that as many people as possible know how to search both the General and FCC tariffs.

BellSouth has added a new search engine to use in locating information in the tariffs found on the WEB site. The General and FCC Tariff for all 9 BellSouth states can be found on the WEB.

**\*See attached document for WEB Site address**

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**Service Interval Guide** The service interval guide provides due date intervals for services offered. These guides can assist in the provisioning of orders. This will provide a guide for the dates to be assigned on the order.

**\*See attached document for WEB Site address**

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**Training** I would recommend that the CLEC Training Web Site be reviewed to determine what training is available to assist in provisioning of orders. This can be either attended individually or in some cases the training can be suit cased to your location.

**\*See attached document for WEB Site address**

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**Change Control  
Process - CCP**

The Change Control Process can be a valued asset to BIRCH. I encourage you to continue use of this process when appropriate. As you know, this process allows the CLECS the opportunity to have input in the changes we make in our processes, documentation change and features to our electronic systems. You can send in requests, view pending requests and attend meetings to have your voice heard.

**\*\*WEB SITE ADDRESS**

<http://www.interconnection.bellsouth.com>

**Select Local Exchange Carriers**

**Select Change Control Process**

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**BellSouth  
Initiatives**

BellSouth continues to improve our internal processes to further partner with Birch Telecommunications for success. BellSouth is continuing it's efforts in the following areas:

- New Center in Jacksonville Florida to add more employees
  - Training new employees
  - Continuation training for existing employees
  - Constant monitoring of LCSC Centers and processes to improve performance
  - Development of employees to improve performance
  - Continue enhancements to electronic systems to increase order Flow-Through
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This Action Plan is simply a recommendation to further the goal of both BellSouth and Birch Telecommunications in being successful. The recommendations made are based upon the analysis done on clarifications and incorrect orders. Based on the analysis done some of the same items have been communicated to the LCSC centers at BellSouth. The overall success of this Action Plan is that it be communicated to the provisioning group. This document is not a contract- simply a re-affirmation of Birch Telecommunications and BellSouth efforts to partner together for success. I would like to ask that both parties sign-off on this summary to simply confirm that both parties have reviewed. Together we can improve the process.

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*Janet Miller-Fields*

Janet Miller-Fields - OAVP, BellSouth  
Quality Control & Customer Care

*July 5, 2001*  
DATE

*Mike Wilburn*

Mike Wilburn - Sales Director- BellSouth

*7/5/01*  
DATE

*Darryl Washington*

Darryl Washington, Account Executive -  
BellSouth

*7/10/01*  
DATE

*Cynthia Hodges*

Cynthia Hodges, Industrial Specialist- BellSouth

*July 5, 2001*  
DATE

*James Hooper*

James Hooper- Resale Director LCSC,  
BellSouth

*7/9/01*  
DATE

*Faye A. Williams*

Faye A. Williams - Customer Support  
Manager, BellSouth

*July 5, 2001*  
DATE

*Mel Wagner, Jr.*

Melvin Wagner, Jr. - Manager Change Control  
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*7-10-01*  
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*Lacie Hamlin*

Lacie Hamlin - Carrier Relations- Regulatory,  
Birch

*7- 10- 01*  
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*Jody Kramer*

Jody Kramer - Director Provisioning, Birch

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